



January 4, 2024

## SERVICE BULLETIN

**Subject:** Bowler Console Keypad Failures

**Distribution:** All customers that have QWERTY keypads installed (shown below)



**Issue:** Static electricity can cause the internal PCB to fail

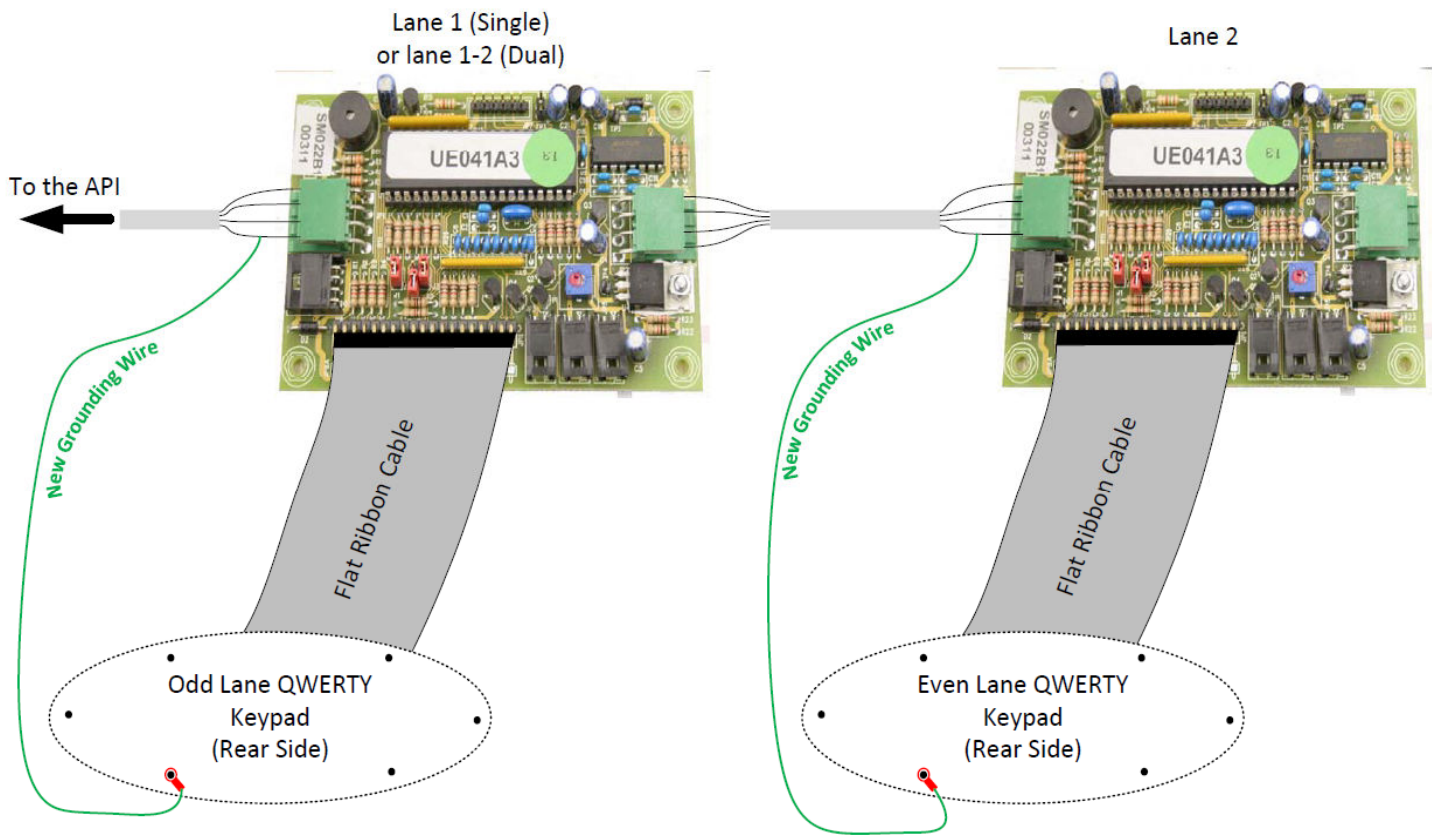
**Resolution:** A new grounding wire can be added to your existing keypad

**Description:** When the bowlers are using the keypad, it's possible the static electricity generated by the touch of a finger to the keypad can cause failures.

**Instructions:**

Please see the attached diagram for installing a new ground wire to your existing QWERTY keypads

Thank you...  
Steltronic Service Department



If your center has a dual or single lane keypad, you need to add the ground wire (shown in green)

If your center has an "EVEN" lane keypad, you need to add the ground wire (shown in green)